

# United Nations Global Compact CEO Water Mandate Communication of Progress for 2017/18

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Nedbank Group signed up to the CEO Water Mandate in March 2011. This is therefore the group's seventh Communication of Progress. It is intended to fulfill the annual reporting requirements of our commitment to the UN CEO Water Mandate and discloses the group's progress against the six principles contained therein. Much of the information contained in this report has also been disclosed in the Nedbank Group Integrated Report 2017 or the Sustainable Development Review 2017 – Both these reports can be accessed on the Nedbank Group website www.nedbank.co.za.

# 1. Commitment to the UN Global Compact & CEO Water Mandate

Letter from Chief Executive

Attention: United Nations Global Compact Office

March 2018

### Nedbank Group - continued commitment to the United Nations Global Compact

As Chief Executive of Nedbank Group, I reaffirm our commitment to the United Nations Global Compact and the 10 principles that underpin it. In addition, as a Group, we remain a signatory to the Equator Principles and the CEO Water Mandate and we continue to support the UNEP FI African Network, National Capital Declaration, Banking Ecosystem Network and Positive Impact Working Group.

These commitments form an important part of our overall sustainability journey as we align our core business to deliver on our purpose – to use our financial expertise to do good for individuals, families, businesses and society.

We are proud to support the work undertaken by the UNGC, cognisant of the important role that the private sector plays in this.

Yours sincerely

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# 2 Introduction to Nedbank Group

Nedbank Group is one of Africa's largest banking groups with a wide range of wholesale and retail banking services as well as insurance, asset management and wealth management solutions. We are JSE listed with our ordinary shares listed on the JSE since 1969 and on the Namibian Stock Exchange since 2007. Outside South Africa we operate in six countries in the SADC, through subsidiaries and banks in Lesotho, Malawi, Mozambique, Namibia, Swaziland and Zimbabwe, and we have representative offices in Angola and Kenya. Outside Africa we have a presence in key global financial centres to provide international financial services to South Africa and Africa- based multinational and high-networth clients in Guernsey, Isle of Man, Jersey and London, and we have a representative office in Dubai. We employ a staff compliment of 31 887 and our market capitalisation was R128bn as at 31 December 2017 with headline earnings at R11,8bn. Old Mutual plc is our major shareholder, with a 54% ownership of the group, this is expected to decrease to 19.9% after our managed separating process. The decrease in Old Mutual shareholding at Nedbank will be achieved through the unbundling of Nedbank's ordinary shares to Old Mutual shareholders. We are considered one of South Africa's most transformed and progressive banks, with a level 2 BBBEE rating. We are part of the FTSE4Good Index as well as Dow Jones Sustainability Emerging Markets Index in addition to being Africa's first and only carbon neutral bank since 2010.

We understand that our success is contingent on the degree to which we deliver value to society. As such, it is important to understand our role in society and how society can be different because Nedbank is a part of it. Banks play a crucial role in facilitating economic activity and enabling sustainable growth and development by moving capital from where it is to where it is required. A deep understanding of one's purpose helps to guide strategy and decisionmaking in this regard and should result in an optimal balance between long-term value creation and short-term results.

We have defined our purpose as 'to use our financial expertise to do good for individuals, families, businesses and society'. It follows, then, that it is through the considered development and delivery of products and services that satisfy unmet societal needs that we can enable a thriving society, create long-term value, maintain trust and ensure the success of our brand. The UN SDGs provide for a universal agreement on economic, social and environmental priorities to be met by 2030. They represent a powerful lens to identify opportunities for business innovation and growth, and they define the 'good' in our purpose. As such, we have reoriented our approach to focus on the most material SDG targets through our three main points of leverage – Products and Services: Sustainable Development Finance, Operations and Partnerships (including CSI).



### 3 Overview of Water in South African Context

Globally we are facing massive economic, social and environmental challenges. Drought, heatwaves, wildfires and floods continue as commonplace, so it is not surprising that environmental risks – such as extreme weather, biodiversity loss and ecosystem collapse, major natural disasters, man-made environmental disasters, and failure of climate change mitigation and adaptation – were ranked high in terms of likelihood and impact in the latest World Economic Forum (WEF) Global Risk Report. It is, of course, the deep interconnectedness of these risks with human wellbeing that sees them posing systemic challenges to citizens across the world.

The state of water in South Africa has long been a cause for concern with this concern exacerbated by widening gaps between demand and supply of water in the last year. This phenomenon is compounded by the fact that South Africa is the world's 30th driest country, and is situated in a region where rainfall received is far below the levels required. As a result South Africa is classified as 'water stressed' and its current inability to provide sufficient freshwater has negatively impacted on urban users as well as agriculture and all sectors in the economy. Additionally, the expansion in urban migration has been a contributor to the escalating demand of water resources, exerting further pressure on municipalities, communities, private organisations, and government into action and interventions to meet the needs.

'The link between water and security is undeniable. Where fresh water is available, accessible, and well-managed, biodiversity can be sustained, economies can grow, and communities can thrive. Yet when fresh water is compromised, life as we know it breaks down and can lead to social disruptions and conflict that further degrade the environment. Failure to address these issues puts people and nature at risk' (WWF SA, 2017).

At the beginning of 2018, the South African government declared the drought in Western, Eastern and Northern Cape a national disaster. For Cape Town, the rapid growth in urbanisation in recent years exacerbated their situation and to ensure survival for the businesses and people that rely on their water infrastructure, an urgent intervention – Day Zero - was required. The premise of Day Zero was that the supply of water available was predicted to run dry before June 2018. In response, the City of Cape Town introduced a culture of water resilience and water behaviour modifications to help to combat the predicted Day Zero. Fortunately, collective action between communities, government, farmers and private companies to address water use behaviour and adhere to water restriction as well as good rain fall, ensured that Day Zero was not reached in 2018 but the ongoing risks of water shortages and declining water quality across this region and the rest of the country remain.

# 4. Responding to Environmental Risks and Opportunities

Nedbank Group acknowledges the risks posed by climate change and the interrelatedness of water, food and energy security. In line with group's philosophy of effectively managing risk and harnessing the opportunities it presents, climate change is approached from the dual perspective of limiting its impact on stakeholders, while unlocking any potential benefits.

Key risk	Impacts	Responses and opportunities
Key risk Energy security	<ul> <li>Economic challenges</li> <li>Political uncertainty</li> <li>Resource instability</li> <li>Price increases</li> <li>Energy Efficiently</li> </ul>	Responses and opportunities  Nedbank has been carbon neutral for 8 years and we continue to drive energy efficiency within our operations in line with our reduction targets.  Through the latest Integrated Resources Plan 2018 South Africa has renewed its commitment to a low-cost, sustainable energy. Continuation of a steady energy supply is also critical to reigniting a thriving economy. In recognition of this we support government's Renewable Energy Independent Power Producer Procurement (REIPPP) programme, and assisted a large number of participants in the bidding process through innovative finance solutions that will provide quickly constructed power solutions for the country.  As at 2018, Nedbank arranged and funded a total of 42 transactions, underwriting a total of R37bn. These projects form part of Round 4 of the Department of Energy's (DOE) Renewable Energy Independent Power Producer Procurement Programme (REIPPP). When constructed, they add a further 1 163MW to the national grid.  Based on the realisation that the next wave of renewable-energy investment in SA would be in the corporate and industrial space, Nedbank's successful funding of the REIPPP programme.  We continue with our strategy of supporting the diversification of Africa's electricity supply. Currently 2,08% (2016: 1,81%; 2015: 2,25%) of our total group lending and finance commitments relate to renewable-energy generation. This compares very favourably with the 0,56% (2016: 0,58%; 2015: 0,66%) of total funding of coal- and fossil-fuel-based energy generation (including our direct facilities to Eskom).  Increasing energy costs and the unreliability of energy supply have seen clients looking for new ways to manage their energy needs in their businesses and homes. We conducted research to get a better understanding of what clients needed in this regard and discovered that clients were not sure where to start in terms of the technology and also needed a finance solution. Nedbank's Smart Living Solutions product addresses clients' concerns by he

this solution will be rolled out to a broader Insurance and Home Loans client base across the country. We also developed a freely available Energy Efficiency Guide, as a tool to enable businesses to manage energy consumption. Our handbook allows businesses to implement energy management processes that ensure energy efficiency and maximum benefit to a business. In addition, we offer finance solutions to business clients wanting to implement renewable-energy projects in their businesses. These deals include numerous value-added components, including extended tenors to allow for longer payback periods. As from 2018, we have undertaken not to provide project financing or other forms of assetspecific financing where the proceeds will be used to develop a new coal-fired power plant, regardless of country or technology. Our water strategy is three-pronged, focusing on water quality, quantity and Water security Health risks access. Evidence of this strategy at work can be found throughout this Reduced crop report. yields/food shortages Economic stagnation and decline Water restrictions Price increases Given the importance of sustainable agriculture for SA's future, we have Food security · Economic decline partnered with the WWF-SA in its Sustainable Agriculture Programme to · Health risks gain a better understanding of the challenges it faces and to develop Food shortages workable, sustainable solutions. · Price increases As a developing country, SA depends heavily on agriculture for its · Land use change economic and social development. It is therefore essential that we Social unrest protect, nurture and develop sustainable agriculture practices along the whole food production and consumption value chain. Funded by Nedbank, the WWF-SA Sustainable Agriculture Programme promotes innovation to solve key natural-resource challenges, be it for water, energy or soil, and to maintain healthy natural ecosystems that farmlands depend on. To do this the WWF-SA works with farmers, agricultural industry bodies, consumers and government with a view to promoting environmentally sound farm management practices and the protection of conservation on their farmlands. It also works with markets and consumers to garner support for farmers committed to these leading best practices. The programme focuses on supporting five priority sectors - namely the fruit, wine, dairy, beef and sugar farming sectors, developing industry standards and continuing bestfarming practices, while also working with markets to support the procurement of these standards. Through this programme we are able to access the expertise of WWF SA agricultural team. This has benefited our clients and our own agricultural teams as they are regularly exposed to best practice for sustainable agriculture, helping with farming operations and also helping Nedbank with risk exposure in this key sector. Some key highlights in 2017 include support for the development of a comprehensive environmental standard for the SA fruit sector, as part of the Social, Ethical and Environmental Assurance Programme, known as the SIZA Programme. This platform provides multiple export and local markets with a comprehensive assurance of compliance and good practice, while addressing the SA context. The online SIZA

- platform was launched in August 2017 and has already gained strong traction, with 10% of fruit growers having registered to use it so far.
- Another key highlight is the Intelact Dairy Water Stewardship Award. The Intelact Event showcased dairy farmers who lead the way in terms of on farm efforts to maximise their water efficiency while minimising their impacts on freshwater resources, including downstream rivers, wetlands and groundwater sources. Subsequent events focused on water stewardship and how farmers play a key role in driving action in their respective catchments and in protecting the critical water source areas in SA, where 8% of the land surface produces more than 50% of all South Africa's freshwater.

We have a team of regional agricultural specialists that work closely with our country's farmers and adopts a proactive approach to identifying clients impacted by the drought and then engaging with them to find a solution. Each case is treated on its own merit as circumstances vary from client to client and region to region.

### 5 Meeting the Commitments to the CEO Water Mandate: Direct Operations

**Operational Targets:** Although the impact of our operations is relatively small, we still strive to minimise the negative impacts of our operations on society while maximising the positive ones. We do this by investing in the monitoring and maintenance of our water infrastructure as well as by setting reduction targets to limit the impact of our operations on the environment. These targets clearly specify the carbon emissions and resource usage levels to which we aspire as a group and which we use to guide behaviour at group, cluster, business unit, team and individual level.

The targets are integrated into applicable performance contracts, and regular communication ensures that our staffmembers are aware of the important role they have to play in helping to limit the impact of our operations on the environment. In assessing the achievement of our reduction targets, it is necessary to define what we measure and where such measurement is undertaken in the group. Nedbank measures actual water consumption (in owned and managed buildings) against our water intensity reduction target and progress reports to the Group Transformation, Social and Ethics Committee, a sub-committee of the Nedbank Group Board. The water data and supporting information is reported annually in the Nedbank Group Integrated Report and the Sustainable Development Review. The data is also externally and independently assured as part of the Deloitte and KPMG assurance of the report.

Our water target was a 6% reduction by the end of 2017 based on 2011 levels or consumption of 15,01 kf per FTE. Water consumption remained stable, despite a number of new buildings being added to the campus building portfolio and an overall increase in the staff count. In 2017 the consumption level was 15,05 kf per FTE, which is very close to the end-of-2016 target of 15,01 kf per FTE. This was a good decrease from the 2016 value of 15,78 kf per FTE. As the 2016 target has almost been met, a new target was set at 14,17 kf per FTE by the end of 2025. This is a 15% reduction based on the end-of-2013 baseline.

In 2018 at our Western Cape campus sites, we have seen water savings increase to align with requirements by the City of Cape Town as a result of Day Zero and related water challenges. Water technology interventions include the installation of waterless urinals in all buildings, piloting of air flush toilets, implementation of aerators on all taps to lower usage, removal of hot water in bathrooms, reduction of water supply system pressure and use of waterless hand sanitisers in bathrooms in our Western Cape offices. As a result of water-saving tech and changes in staff water usage behaviours, our Plattekloof office has already beaten the 45% water consumption reduction target set. Our ClockTower and Breda offices have also achieved reductions of 35% and 21% respectively.

**Water-Saving initiatives:** Nedbank advocates behavioural change in our staff base. The following campaigns and activities were used in 2017/18 to drive staff awareness on the importance of water conservation:

- Day Zero Water Awareness: To create awareness and to initiate the required conversations with the objective of having an action plan in place to deal with the scenario if Cape Town shut off the water supply to Nedbank branches/campus sites as a result of the drought situation in the Western Cape. We reinforced Nedbank water etiquette supported by email communications and posters with key messages below:
- Switch off taps when soaping
- Reduce water consumption
- Urinal flush water restriction
- Reduce flushing time on toilets
- · No flushing if it is 'Yellow'
- · Pulling together during a water crisis
- How to report water usage transgressions
- How to report leaks to management
- Know Your Junk Status a communication campaign which dealt with water, waste and energy and the role staff can play to address sustainability challenges. We used various communication channels using digital AV's, email comms and posters with key messages below:

Know Your Water Status, Steps To Shrink Your Water Footprint, Take Measures to Improve Your Water Status, Keep Track Of Your Water Savings, Reuse Grey Water, Living The Waterless Life etc.

- In addition we distributed grey-water buckets to all staff to use at home and assist in instilling positive water use behaviour with their families too.
- In 2016, Nedbank renewed its commitment to supporting the WWF-SA Water Balance Programme with a further pledge of R3m for the next three years, adding to R9m invested in 2011. This second contract phase will ensure that the land already cleared of invasive species remains so through regular maintenance and adds a new element of restoration to the alien clearing work, rather than 'hard' restoration using engineered structures. As at 2017,an addition of more than 17 ha of previously cleared land has undergone this form of restoration, with more than 20 000 indigenous varieties planted and an additional 6 000 days of work created for local community members.

Water Risks: Nedbank is dependent on its clients being able to access banking services with ease. The physical impacts of climate change have the potential, in extreme circumstances, to affect our ability to service our clients. Our climate change strategic plans take account of this potential physical risk and provide for action plans (Business Continuity and Disaster Recovery) for the medium term (3-5 years). Nedbank has already experienced incidences of branch and office closures due to unstable water supply, water restrictions in many areas and even extreme weather events such as flooding. The Nedbank risk management processes and Business Continuity and Disaster Recovery Plans are designed to identify and address such potential physical impacts of climate change on our business processes and premises. The Nedbank business continuity management policy and programme addresses physical risks on a site specific as well as regional basis. Moving into 2018, Nedbank developed a Water Steering Committee from various teams in the organisation that reports into Group Exco on status, interventions, business continuity plans for the business in light of growing water challenges.

**Lending**: We are working with public and private sector stakeholders on both the demand-and supply-sides to develop funding solutions to alleviate water shortages. Infrastructure investments in 2017 include a desalination plant in Ghana and the funding of the 630 low-income units at Belhar Gardens, which are currently benefiting from the energy- and water-saving features in the development. The City of Cape Town identified the development as a new benchmark in social housing.

We fund water infrastructure as part of our sustainable development financing approach and in line with UN SDG 6 - clean water and sanitation. Deals include bond support and management for water authorities and municipalities as well as taking equity stakes in companies with the ability to drive positive change in the countries water future. In addition, we are proactively working with our drought-impacted clients to ensure their resilience during this difficult water period. Assistance includes restructuring debt and provision of working capital where required.

We also take a shared commitment approach to water saving by including water sustainability considerations in the environmental screening processes that inform our lending decisions. Where necessary, we guide clients on ways to improve their social and environmental performance, including their water dependency. Our SEMS assessment tool is fundamental as it allows us and our clients to measure alignment with accepted environmental as well as social standards and legal compliance, and also address any challenges or shortcomings that might otherwise have hindered business progress or created exposure to undue risk.

Nedbank uses the WWF Water Risk Filter as a compliance risk management tool to assess the viability of projects and investments in high-impact industries as well their potential impact on the country's water resources, where appropriate. We are constantly looking for ways to mitigate risks and additionally, are proactively working with our drought-impacted clients to ensure their resilience during this difficult period. Assistance includes restructuring debt and provision of working capital where required.

# 6 Meeting the Commitments to the CEO Water Mandate: Greening the Supply Chain and Watershed Management

Our suppliers are key to our long-term success. Our procurement methodologies and practices are therefore designed to meet our need for goods and services in a way that achieves value for money while also promoting positive outcomes for our suppliers, the environment and society as a whole. To enable this our procurement function works closely with our suppliers to promote and enable shared growth, strong relationships and greater sustainability across our entire supply chain.

Our total supplier base has a transformation status that counts towards Nedbank's BBBEE procurement spend scorecard. Over the past two years we have seen pleasing improvements across key transformation categories, particularly through supplier relationships in the small, medium and microenterprise (SMME) business development sectors.

In addition to this, we maintain our relationship with our suppliers in terms of their environmental performance. An example of this is the thorough review of our travel policy and related suppliers in 2017. Incorporating environmental sustainability considerations has helped to reduce wasteful spending and carbon emissions, and supports Nedbank's culture of responsible corporate citizenship.

### 7 Meeting the Commitments to the CEO Water Mandate: Collective Action and Community Engagement

As Nedbank, we know that value is optimised through shared responsibility and collaborative action. We place a priority on partnering with people, organisations and communities that share our passion for sustainable development and recognise the potential that exists to maximise positive impacts by working together. We therefore proactively seek out such partnerships across all our stakeholder groups to contribute towards increased awareness and understanding of the sustainable development imperative to address water and sustainability related challenges.

Such partnerships and engagements in 2017/18 included:

- Nedbank and Wildlands Partnership Since 2014 Nedbank has partnered with Wildlands, a leading environmental NPO that works in120 communities, supporting over 4 000 green-preneurs to grow 1,2 million trees and collect 4,5 million kilograms of recyclable materials a year. The projects also enable the restoration of land, river, wetland and grassland systems. This partnership delivers sustainable environmental and socioeconomic development impact in communities around SA. In addition to being a funding partner to Wildlands, Nedbank provides Wildlands' communities with access to financial services to through bank accounts and financial education.
- The Places Programme Places Programme takes a smart investment approach towards transforming city neighbourhoods and towns by investing in communities in a way that ignites synergy, invites collaboration, builds networks, unlocks resources and delivers a rate of return that continues to grow exponentially long after the initial investment. In 2017, this programme delivers Food and water security, providing of 10 200 instant meals to selected ECD centres and a rollout of 50 greywater community gardens in Paarl.
- Nedbank's investment in the Lifestraw Water Filtration Project enabled the distribution of 300 000 water filtration
  devices distributed to households in the Kakamega province in Kenya. These filtration devices last for 10 years
  and are distributed freely to community members who don't have access to safe municipal water
- WWF-SA/ City of Cape Town and Nedbank As part of the legacy of the Nedbank Ke Yona tournament,
  Nedbank pledged a further R2 million to remove water-sapping alien invasive trees around the water catchment
  areas that feed the six big dams supplying the city. This financial commitment targets the release of one billion
  litres (one million kilolitres) of water annually.
- Nedbank participated in the Cape Town Drought Disaster Forums, and is part of the Greater Cape Town Water Fund work being driven by The Nature Conservancy.
- The WWF Nedbank Green Trust The Nedbank Green Affinity supports conservation, the environment and climate-change-related projects through the WWF Nedbank Green Trust. For 2017 Nedbank Green Affinity donations to the WWF Nedbank Green Trust increased to more than R29, 6m (2016: R26, 8m). The objectives

of the trust include maintaining and enhancing the integrity of SA's ecological assets, ensuring that the ecological systems and their services underpin socioeconomic wellbeing, and address the risks and opportunities posed by climate change. In delivering on these objectives The Green Trust supports eight focus areas, namely: species, freshwater conservation, sustainable agriculture, climate change (adaptation and mitigation), environmental leadership, marine conservation focus, land stewardship and community work. A total of R47 million has been invested into 23 national water stewardship and conservation projects by the WWF Nedbank Green Trust.

### **WWF Nedbank Green Trust Water Case Study**

The WWF Nedbank Green Trust is instrumental in driving economic inclusion, food security, better agricultural practices and water stewardship. Before 1994 the SA national government established a number of smallholder irrigation schemes for black farmers. After the dissolution of the homelands as part of the country's achievement of democracy, the schemes were transferred to the farmers, but because these transfers were rushed and no training or education was offered, many of the schemes subsequently collapsed and the valuable infrastructure fell into disrepair. These defunct schemes represent a significant lost opportunity for rural development and food security, and The Green Trust is working to restore a number of them for the benefit of smallholder farmers and communities along the Sabie River. Few of these farmers are using their water allocation effectively, and the plots are relatively unproductive, with most producing only a few vegetables for sale at street-side markets. The project seeks to restore these smallholder schemes to full production capacity through infrastructure restoration and the education of participating farmers around sustainable water management and effective farming, investment and marketing practices.

### 8 Meeting the Commitments to the CEO Water Mandate: Transparency

Nedbank Group reports as per the GRI G4 principles and King IV Integrated Reporting requirements. Nedbank water usage is independently assured by Deloitte and KPMG as part of their assurance of Nedbank Group's Integrated Report.

### **Nedbank Group Sustainability Credentials:**

- Carbon-neutral status We are Africa's first carbon-neutral financial organisation and have been carbon neutral since 2010.
- FTSE4Good Index A global responsible-investment index for companies that demonstrate strong environmental, social and governance practices. Included in 2018.
- Dow Jones World Sustainability Emerging Markets Index 2018 A global performance benchmark for companies in terms of corporate sustainability. Inclusion helps to attract investment to the company.
- South African Carbon Disclosure Project Index 2017 Scored an 'A' for performance. One of only 106 companies in the world to be awarded an 'A' for climate change. Score recognises our corporate environmental action on climate change.
- WWF-SA Water Balance Programme Invested R12 million in national water security. The programme helps to increase water supply and delivers economic and social benefits through job creation.
- WWF Nedbank Green Trust partnership Invested R264m since the trust's inception in support of over 200 environmental projects throughout South Africa (R47 million has been invested into 23 national water and conservation projects).
- WWF-SA Sustainable Agriculture Programme Invested R18m as official sponsor. Partnership helps to promote and support national sustainable agricultural production practices.
- Green buildings Nedbank occupies seven Green Star-rated buildings.
- IRAS Sustainability Data Transparency Index Obtained the highest score in the banking sector in 2017.

### Nedbank is represented on:

- UN Sustainable Development Goals
- King IV
- Equator Principles
- Code for Responsible Investment in South Africa
- National Development Plan
- United Nations Global Compact CEO Water Mandate
- Taskforce for Climate-related Financial Disclosures
- National Business Initiative Advisory Committee on Climate Change
- International Finance Corporation Performance Standards
- National Energy Efficiency Leadership Network Pledge
- United Nations Environmental Finance Initiative : African Network
- UNEP FI National Capital Declaration
- UNEP FI Banking Ecosystem Network and Positive Impact Working Group
- United Nations Global Compact Advisory Committee
- Ethics Practitioners' Association
- Organisation for Economic and Development
- National Biodiversity Business Network
- Network for Business Sustainability South Africa

### 9 Contact Details

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